

FIG. 1

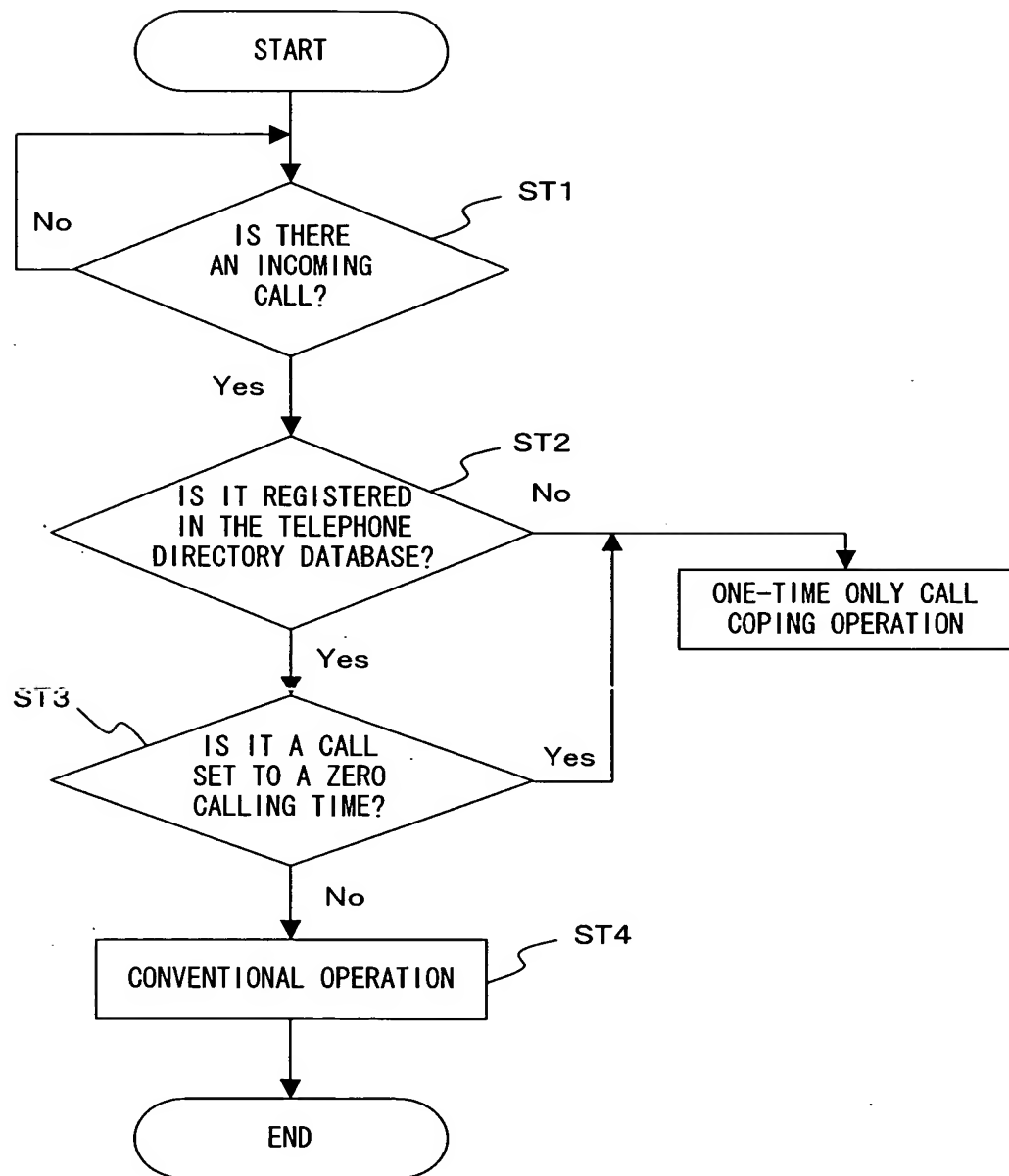


FIG. 2

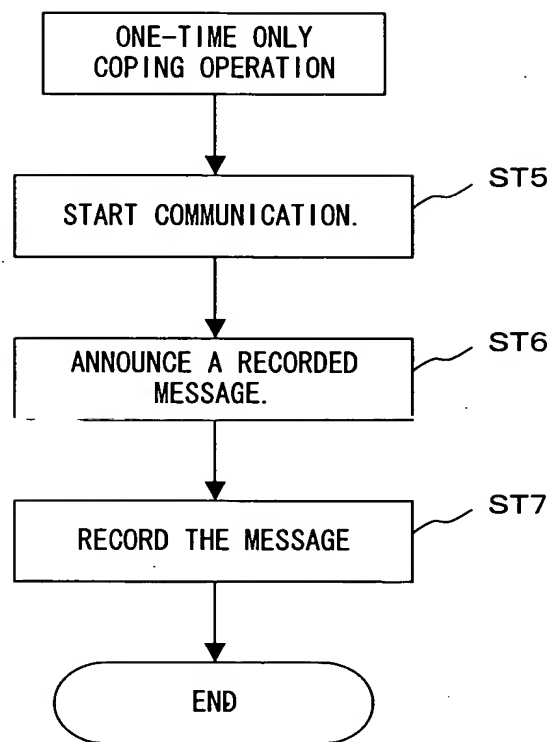


FIG. 3

TELEPHONE DIRECTORY No:

NAME

READING

GROUP

PHONE NUMBER 1

PHONE NUMBER 2

PHONE NUMBER 3

MAIL ADDRESS 1

MAIL ADDRESS 2

MAIL ADDRESS 3

RECORDED MESSAGE RESPONSE TIME: / / TIME BETWEEN THE ARRIVAL OF A CALL AND
/ / THE ANNOUNCEMENT OF A RECORDED MESSAGE